



RAS RD Session Host Agent stays offline after reboot (ServicesPipeTimeout)

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

Symptoms

- After each RDS server's reboot, **RAS RD Session Host Agent** may remain "stopped," possibly requiring a manual start.
- Event logs will show the following:

```
Log Name: System
Source: Service Control Manager
Date: 07/05/2013 05:20:40
Event ID: 7000
Task Category: None
Level: Error
Keywords: Classic
User: N/A
Computer: *****.LOCAL
Description:
The RAS RD Session Host service failed to start due to the following error:
The service did not respond to the start or control request in a timely fashion.
```

```
Log Name: System
Source: Service Control Manager
Date: 07/05/2013 05:20:40
Event ID: 7009
Task Category: None
Level: Error
Keywords: Classic
User: N/A
Computer: *****.LOCAL
Description:
A timeout was reached (30000 milliseconds) while waiting for the RAS RD Session Host service to
Event Xml:
```

Cause

This issue occurs because the Windows Service Control Manager does not receive a timely response back from the RAS service's start request. The service start fails, and the service remains in the "stopped" state.

Resolution

1. Go to **Start > Run > type regedit**.
2. Navigate to: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control**.
3. With the control folder selected, right click in the pane on the right and select **new DWORD Value**.
4. Name the new DWORD: **ServicesPipeTimeout**.
5. Right-click ServicesPipeTimeout, and then click **Modify**.

6. Click Decimal, type **180000**, and then click OK.
7. Restart the computer.

Note: In previous RAS versions **RAS RD Session Host Agent** service was called **2X Terminal Server Agent**

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